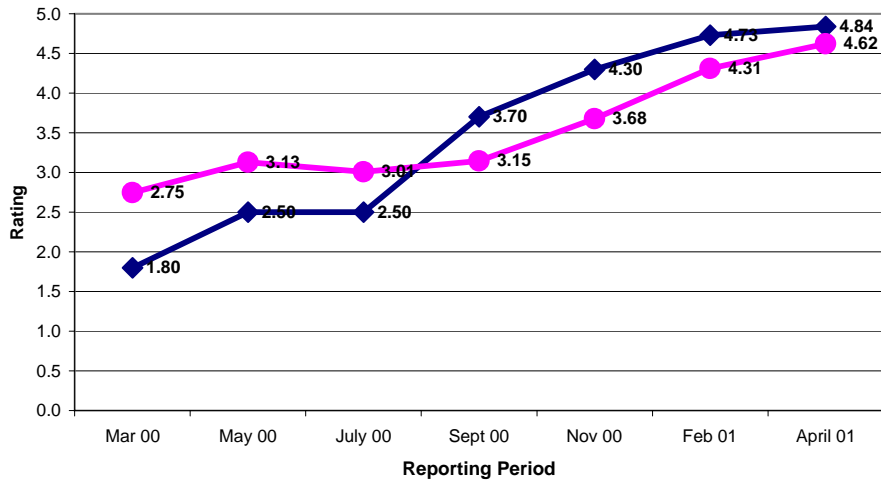
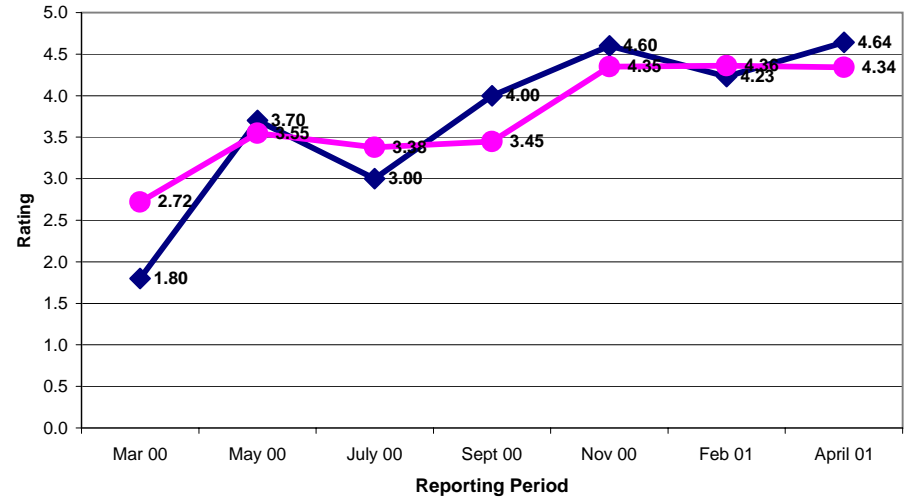


D.C. Public Library Telephone Service Quality

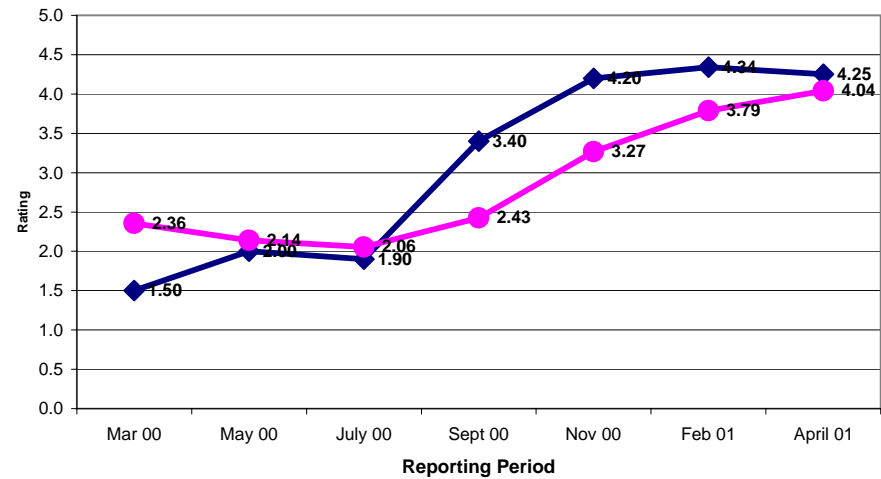
Courtesy Rating Comparison Data



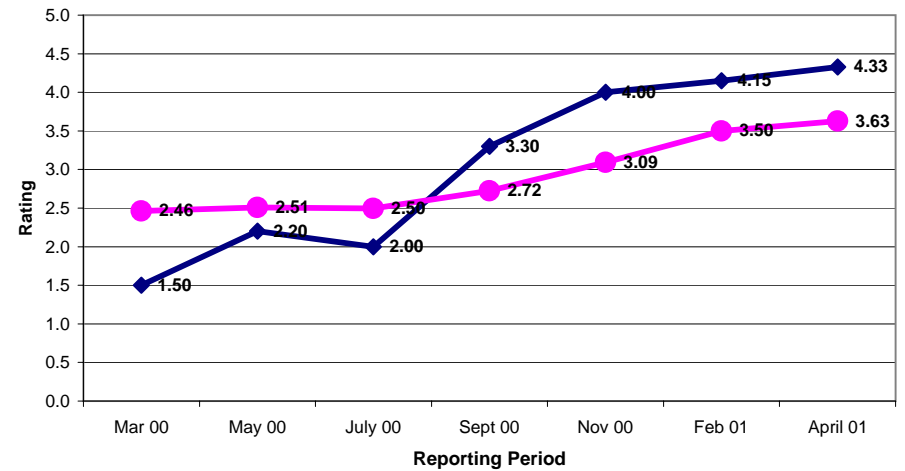
Knowledge Rating Comparison Data



Etiquette Rating Comparison Data



Overall Impression Rating Comparison Data



District Average



Agency Average

